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CONFIRMATION NO. 6067

<b>SERIAL NUMBER</b> 10/690,514	<b>FILING or 371(c) DATE</b> 10/23/2003 <b>RULE</b>	<b>CLASS</b> 370	<b>GROUP ART UNIT</b> 2614	<b>ATTORNEY DOCKET NO.</b> P18149US1		
<b>APPLICANTS</b> Zhongwen Zhu, Saint-Laurent, CANADA; <b>** CONTINUING DATA *****</b> <b>** FOREIGN APPLICATIONS *****</b> <b>** IF REQUIRED, FOREIGN FILING LICENSE GRANTED **</b> 01/22/2004						
Foreign Priority claimed <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No 35 USC 119(a-d) conditions met <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Verified and Acknowledged <u>/QUYNH H NGUYEN/</u> Examiner's Signature		<input type="checkbox"/> Met after Allowance QN Initials	<b>STATE OR COUNTRY</b> CANADA	<b>SHEETS DRAWINGS</b> 3	<b>TOTAL CLAIMS</b> 18	<b>INDEPENDENT CLAIMS</b> 2
<b>ADDRESS</b> Alex Nicolaescu Ericsson Canada Inc. Patent Department 8400 Decarie Blvd. Town Mount Royal, QC H4P 2N2 CANADA						
<b>TITLE</b> Virtual queuing support system and method						
<b>FILING FEE RECEIVED</b> 770	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit			